Study Abroad – Milan 2017
General Guide:

The following links provide you with information about Switzerland and Italy. Please review these to help you be better prepared for your study abroad experience. It is always best to attempt to speak the native language whenever possible. This is considered a sign of respect.

SWITZERLAND:
http://www.everyculture.com/Sa-Th/Switzerland.html
http://guide.culturecrossing.net/basics_business_student.php?id=198
http://www.commisceo-global.com/country-guides/switzerland-guide

Basic Information:
- 4 different languages – Swiss, German, French, Romansh (only 1%)
- Punctuality is paramount
- greetings among friends yield 3 kisses (more like air kisses)
- Rarely do they line up – it’s more a grouping (every man/woman for him/her self)
- Bumping into someone is not frowned upon, so don’t get offended if someone bumps you. You can say “scho guet” which means “that’s okay”. If you do the bumping – say sorry – or axgusi (excuse me)
- They don’t typically share personal information openly. – Don’t ask about their family or job when you first meet them.
- Friendships are taken very seriously.
- Plastic bottles are returned to the grocery store – they recycle
- Cars often ignore crosswalks – beware – be aware!

Basic Translations:
First time meeting – outstretch hand and say, Gruezi (hello).
Goodbye – Adieu
Please – Bitte
Thank you - You can also say, Merci or Danka

ITALY:
Basic things you should all know before you visit
http://www.commisceo-global.com/country-guides/italy-guide
http://www.kwintessential.co.uk/resources/guides/guide-italy-etiquette-customs-culture-business/
Make note of the Etiquette & Customs section
http://www.livescience.com/44376-italian-culture.html
Note the Italian Cuisine section

Some Basics (also many are included in above link)...

Basic Translations:
Hello and Goodbye – Ciao - Intimate/informal greeting – used for both, but use it when you have already met someone, or if they use it with you first.
Good Morning - Buongiorno
Good Afternoon – Buon pomeriggio
Good Evening – Buonasera
Good Night – Buonanotte (but only use this when leaving, not when meeting).
Others:
Please – Per Favore
Thank you – Grazie